دليلك الكامل لمهارات الإتصال بالانجليزية



كتاب :

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English Communication Skills

Asking for information

طلب معلومة

Excuse me. Could you tell me where ... is ?

Excuse me. Can you tell me...?

Do you know...?

You wouldn't know..., would you?

Do you happen to know...?

I'd like to know..., please.
And there's another thing I'd like to know...
I would be interested to know...
Please could you tell me...

Asking for directions
السؤال عن الإتجاهات

Excuse me, could you tell me how to get to ... (place), please?
Which way is the ... (place), please?
Could you tell me where ... is, please?
Do you know where ... is?

Asking someone to repeat
طلب اعادة ما قاله شخص ما

Could you say that again, please ?
Would you mind repeating that, please?
Could you repeat that, please?
I'm sorry I didn't catch that.
I'm sorry, what was ... again?
I'm sorry?
I beg your pardon?
I'm sorry, what was that?

Checking that you've understood
التأكد من أنك قد فهمت

So, I / We have to...
Do you want me / us to...?
Am I / Are we supposed to...?
Should I...?
So, the (general/basic) idea is to...
Do you mean...?
Does this mean that...?

So am I right in saying...?
So, what you're saying is...

Expressing uncertainty
التعبيرعن عدم اليقين

I'm not really sure but I thin...
I can't say for certain but...
It's difficult to say exactly but perhaps...
I couldn't say, really...
I'm not sure.
I don't know for sure but...

Giving yourself time to think
اعطاء نفسك الفرصة لكى تفكر

Well, let me see...
Let me think...
Let me get this right...

Um, well, that's a difficult question / that's an interesting question.
I'll have to / Let me think about that for a moment...
I think it's difficult to answer that question...
How shall I put it?...
Now, how can I best say this...?

Interrupting politely
مقاطعةالحديث بأدب

Could I just say something?
Actually, I'd just like to say...
Sorry to interrupt, but...
Oh, while I remember / before I forget...
Excuse me...
May I interrupt?

Saying you don't know

التعبي عن عدم التعرف على أمر ما

I'm afraid I can't help you.
I'm sorry, I don't know.

BEING POLITE

التعبيربأدب

Showing interest

اظهار الإهتمام

Uh-huh!
Right!
Really?
That's interesting!
And?
What then?
Oh?
What happened next?

Showing that you're listening
أظهار أنك تستمع بشغف

Now, you mentione...

So, that's how...?

Yes, I was going to ask you about that...

Could you give me / us an example of...?

Could you explain in more detail...?

Thanking and responding
التعبير عن الشكر والإمتنان

Many thanks.

Thanks a lot.

Cheers!

That's very kind of you.

Thank you very much

Not at all.

It's a pleasure. / My pleasure.

You're welcome.
Don't mention it.
Any time.
That's OK / all right.
I'm glad to have been of some help
.

Apologising
الإعتذار

Sorry
I'm very/awfully/so/extremely sorry.
Excuse me.
Sorry, (it was) my fault.
I do apologise.
Please accept my apologies.
Accepting an apology
That's all right/OK.
Not to worry.
That's quite/perfectly all right.

No reason/need to apologise.

Don't worry about it

TALKING ABOUT ACTIONS

التعبير عنالأفعال

Giving instructions

اعطاء التعليمات

Make sure...

Remember... (to do).

Be careful... (not to do).

Don't forget... (to do)

Giving directions

Go straight on.

Take the first/second on the left / right.

Turn left / right.

Go along... as far as...

Take the number 7 bus / tram.

Get off (the bus / tram) at... (place).

Carry on until you see...
Look out for...

Checking someone has understood
التأكد من الشخص قد فهم ماتصبو إليه

Are you with me?
Did you follow that?
Have you got that?
Is everything clear so far?
Does that seem to make sense?

Sequencing actions
كلمات الترتيب) التتابع (

First of all, ...
Next, ...
Then, ...
After that, ...

Finally, ...

Making suggestions
الإقتراح

Shall I / we...(do)?
Let's... (do).
Why don't I / we... (do)?
How about... (doing)?
What about... (doing)?
I think we should... (do).
I suggest that we... (do).
It might be a good idea if we / you... (do).

I think the best way of dealing with this situation would be to... (do).
If you ask me, I think we / you should... (do).

We could...

Agreeing to a suggestion
الموافقة على اقتراح

Yes, I think that's a good idea.
That's probably the best option.
Sure, why not?
Yes, definitely.
By all means.
Good idea!

Rejecting a suggestion
رفض اقتراح

Yes, but wouldn't it be better to... (do).
That's a good idea, but... (do).
Making invitations
What are you doing on... (day)?

Have you got any plans for... (day/time of day)?
Would you like to... (do)?
Do you fancy... (doing)?
What about... (doing)?

Accepting an invitation
قبول دعوة

Yes, I'd love to.
Yes, that would be great.
Refusing an invitation
I'm afraid I'm busy on... (day). How about next... (day)?
I'm sorry I can't. I'm... (doing something else).
I'm afraid I can't make it. I'm... (doing something else).
I'd love to, but...
That's very kind of you, but...

Expressing a preference
التعبير عن مفاضلة أمر ما

I'd much rather... (do) than... (do something else).

I prefer... to...

I'd prefer to... (do).

I think... is much more interesting than...

I don't find... half as interesting as...

I like... better than...

Making recommendations
اعطاءالتوصيات

You mustn't miss the...

You must go to the...

You've got to... (do)

You'll love the...

I wouldn't recommend the...

You definitely wouldn't enjoy going to the...

Offering something
تقديم شئ ما

Would you like...?
What can I get you?
Help yourself to...
Please have some...
Would you care for some...?
Can I offer you...?
Can I get you a... / anything?

Accepting something that's offered
الموافقة على شئ ما تمتقديمه إليك

Yes, please.

Thank you very much.

That would be very nice.

I'd like some... , please.

<u>Declining something that's offered</u>

<u>رفض قبول شئ ما مقدم إليك</u>

I'm all right/I'm fine, thank you.

No, thanks.

Not this time, thanks.

I'm not sure I could, thank you.

Asking for advice

What do you think I should do?

What would you do (if you were in my situation)?

What would you advise me to do?

<u>Gi</u>

<u>ving advice</u>

اسداء النصيحة

I think you should... (do).

You could... (do).

Why don't you... (do)?

If I were you, I'd... (do).

Have you tried... (doing)?

Asking for permission
طلب الإذن

Can I.../May I..., please?

Do you mind if I...?

Mind if I...?

Any chance I could...?

I wonder/I was wondering if I could...

Would it be possible for me to...

Do you have any objection if I...?

Would it bother you if I...?

Giving permission
إعطاء الإذن

Of course.

By all means.

Certainly.

Yes, that's OK/fine.

You're welcome to...

Please feel free to...

Please don't hesitate to...

Sure.

OK.

Go ahead.

Why not?

Refusing permission
رفضالإذن

I'm afraid not. I'm sorry it's not possible... I'm afraid you can't. I'm afraid that's out of the question.

COMMUNICATING IDEAS
نقل الأفكار (التعبيرعن الرأى)

Agreeing
الموافقة

I'd probably agree on that.
I think that's probably right.
That's absolutely right.
Sure! That's exactly what I think.
I couldn't agree with you more.
That's what I think.

Disagreeing
الرفض

Yes, but...
True, but...
I see what you mean, but...

I suppose so, but...
Yes, but on the other hand...
I'm afraid I disagree / don't agree / can't agree...
I'm not sure if that's strictly true.
You have a point there, but...
Actually, I'm not sure if I agree with that.

Asking what someone thinks
استطلاع رأى شخص ما

What do you think?
What do you reckon?
What's your opinion about/of... ?
What's your position on...?
What's your reaction to...?
What's your take on... ?
Do you have any thoughts on... ?

Stating consequences

التعبير عن تتابع الأحداث

As a result, ...

Consequently, ...

Because of this, ...

Due to (cause),...

Expressing two points of view

On the one hand..., on the other hand...

Although I'd..., I certainly wouldn't...

While I might..., I don't think I'd...

Of course I'd..., but I'm not sure if I'd...

There's no doubt that it would..., but there's also a chance it might...

Giving examples

إعطاء الأمثلة

For example, ...
For instance, ...
One example of this is...
To give you an idea, ...
Look at the case of...
Take, for example, ...
Let' say, ...

Justifying your opinions
تبرير الرأى (أعطاء الأسباب)

Personally, I (don't) think... because...
Let's (not)... because...
In my opinion, I (don't) feel... because...
I would definitely (not)... because...
It would be better to... as...
I (don't) feel that it's important to... as...

Linking what you're saying

الربط بين ما تقول

Anyway, ...
True, but ...
As a matter of fact, ...
... sort of...
Hmm...
... you know...
... believe me...

Ordering / Sequencing
الترتيب التتابع

First of all, ...
To start with, ...
Secondly, ...
Another thing is that...
Alternatively, ...
Last but not least, ...

Persuading
الإقناع

But don't you agree that...
Yes, but I'm sure you'd agree that...
Don't you think that...
Presenting an opinion
Personally, I think that...
It seems to me that...
From my point of view, ...
In my opinion, ...

Prioritising
ترتيب الأولويات

... would be much more important than...
I don't think... would be nearly as important / urgent as...
... will definitely be the most / least ...

Speculating
التأمل

It's difficult to say exactly but I suppose it could be...

I'm not sure but it might be...

It can't be... because...

It must be... because...

I would guess...

Summarising
التلخيص

So what it comes down to is...

The point I'm trying to make is...

Let me just recap what's been said so far.

In short, ...

To sum up, ...

Basically, ...

Overall, it would seem that....